

FIG - 1

FIG - 4

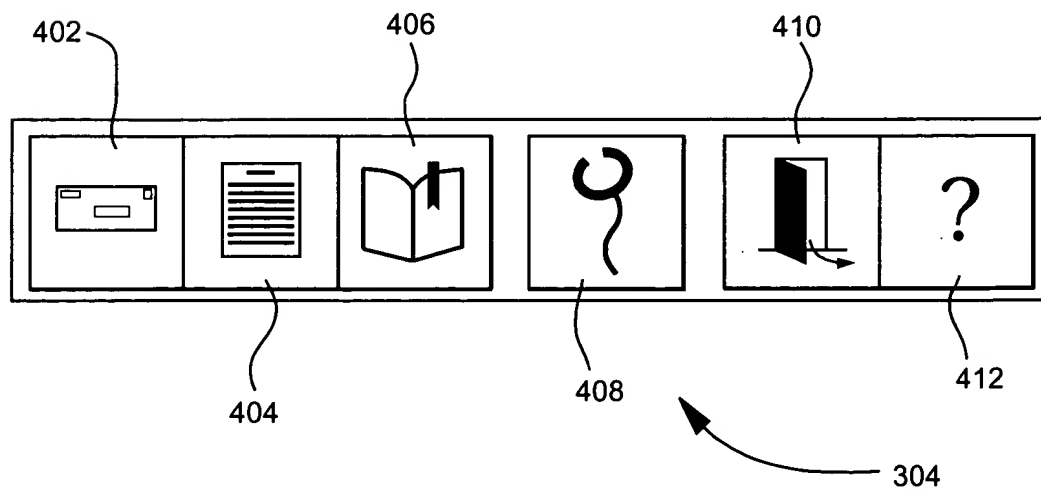
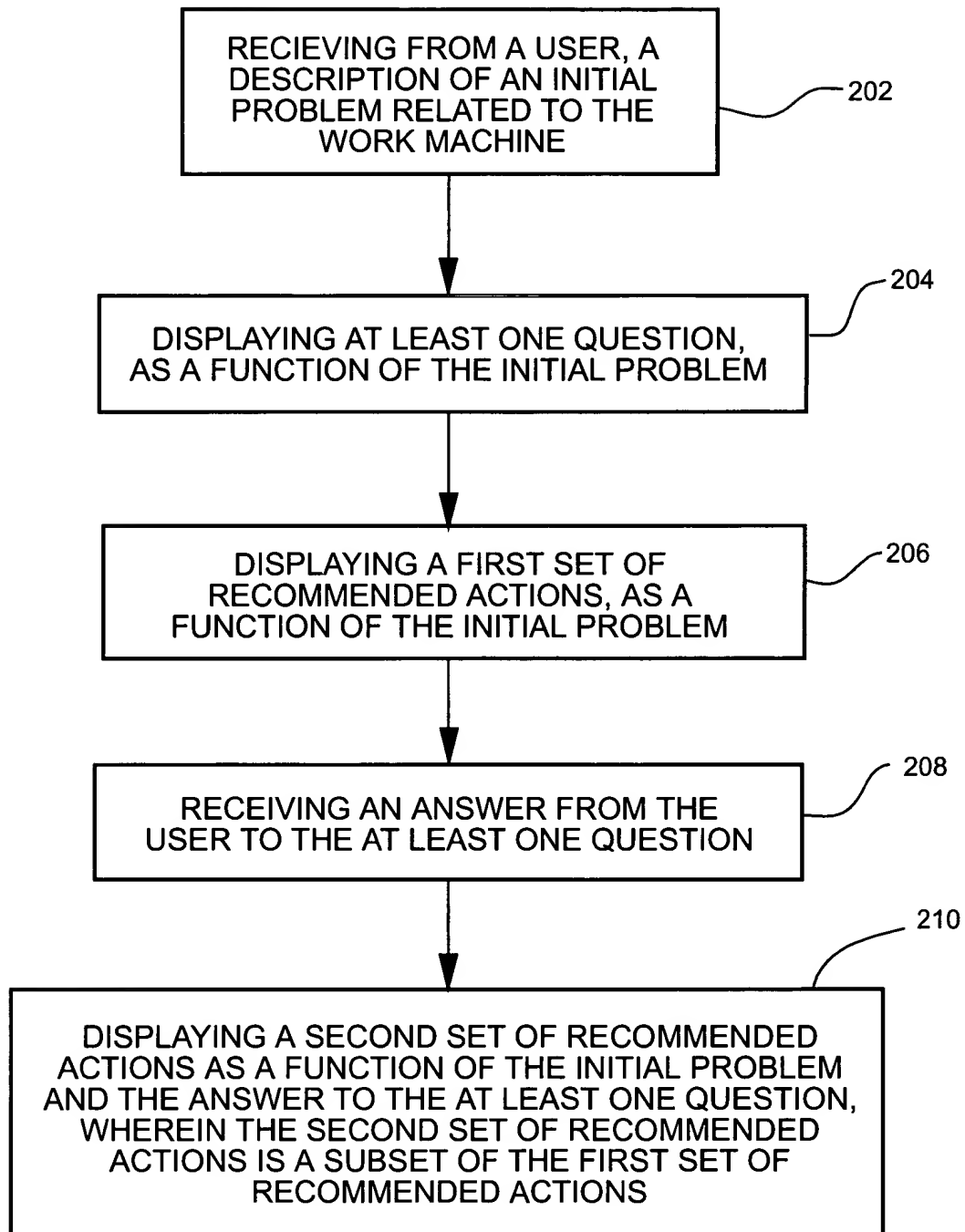


FIG - 2

200



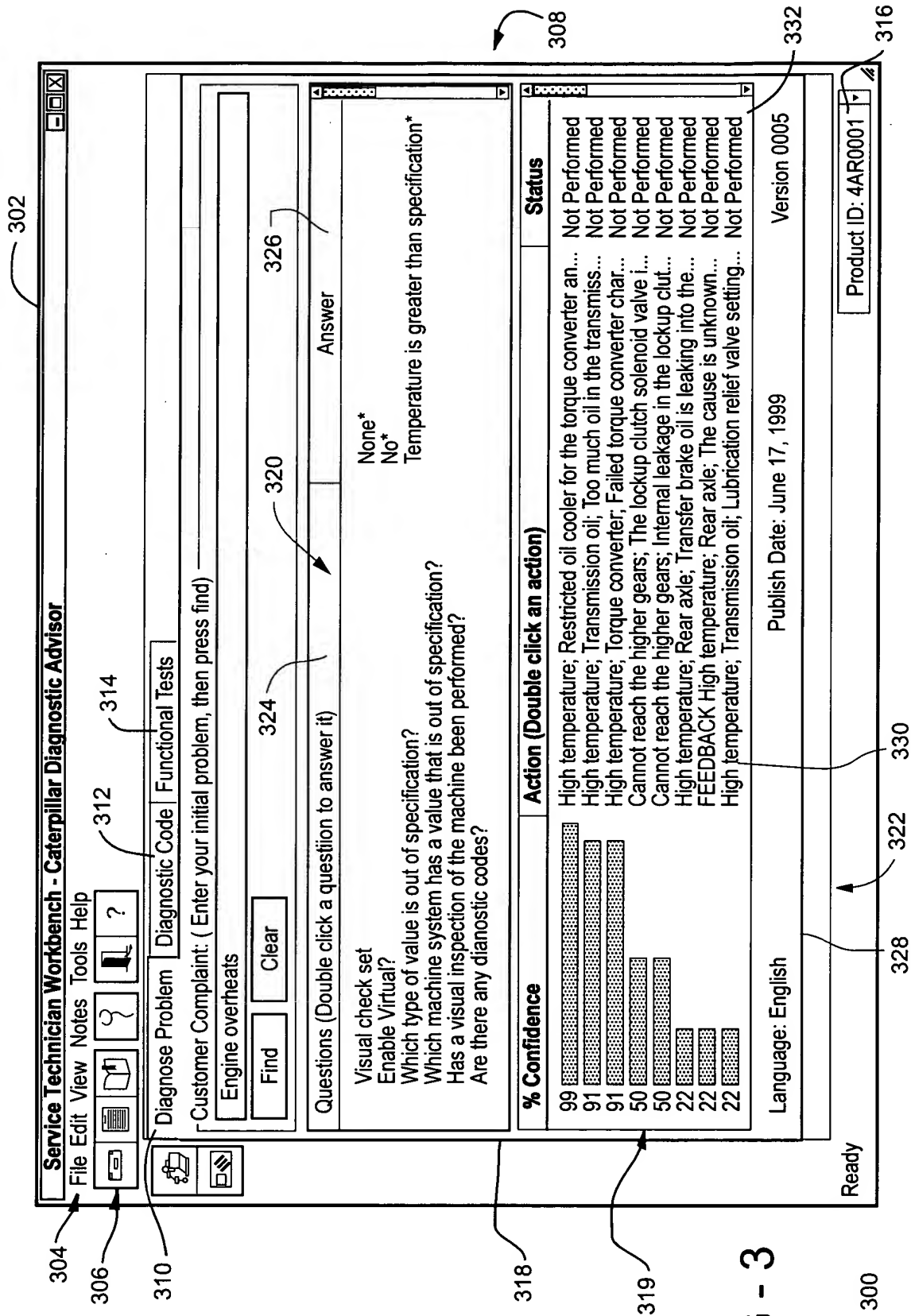


FIG - 3

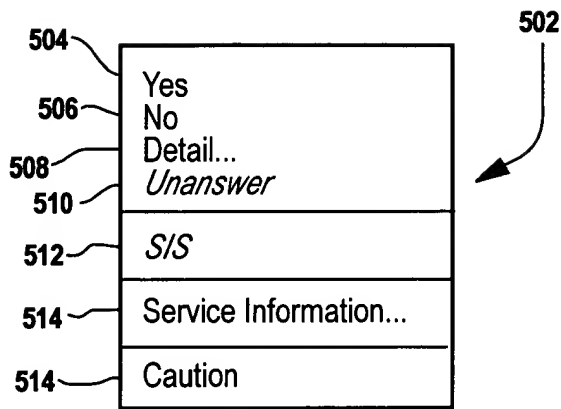


FIG - 5

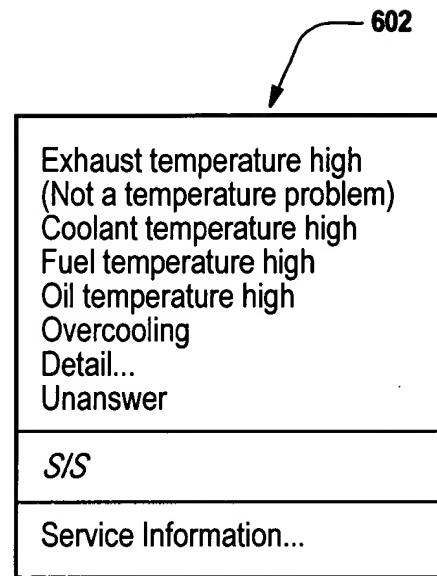


FIG - 6

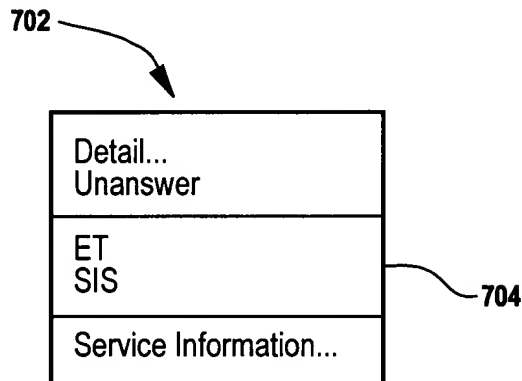


FIG - 7

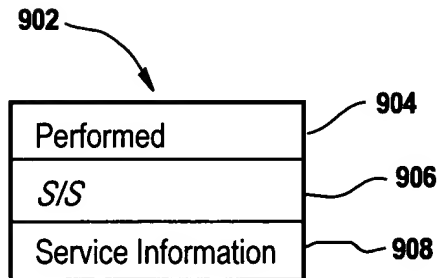


FIG - 9

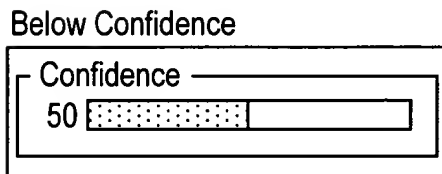


FIG - 10A

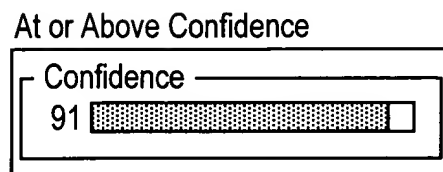


FIG - 10B

X

Question Detail

Question

Clean and inspect the fuel pressure regulator. Does this correct the original problem?

Service Information

TROUBLESHOOT ACTIVE DIAGNOSTIC CODES FIRST

1. Click the READ CODES button to download active and logged codes directly from CAT Electronic Technician-OR--Enter a diagnostic code in the Description box with the CID-FMI format to take Diagnostics

☐ 3406E Truck Engine, Electronic Injection Timing Troubleshooting 1LW

☐ 3406E Truck Engine, Finding Top Center Compression Position For No. 1 Piston, 1LW

☐ 3406E Truck Engine, Setting Backlash For Camshaft And Adjustable Idler Gear, 1LW

Answer

Yes

No

Delete Answer

Measurements

Start

Stop

Description	Value	Units
Hydraulic Oil Temperature	227	Degrees F

OK

Cancel

Next

Help

1104

1106

1116

1110

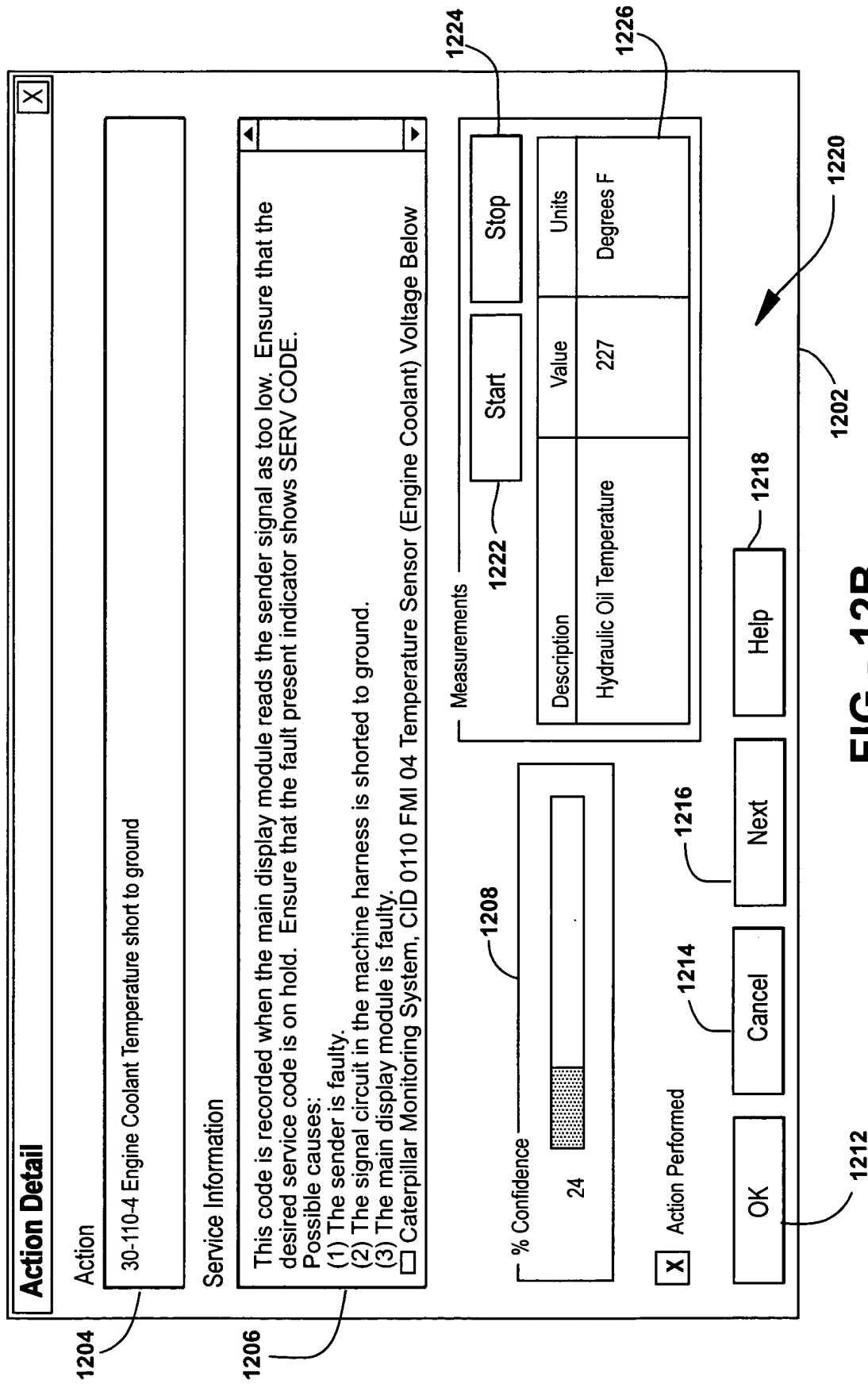
1112

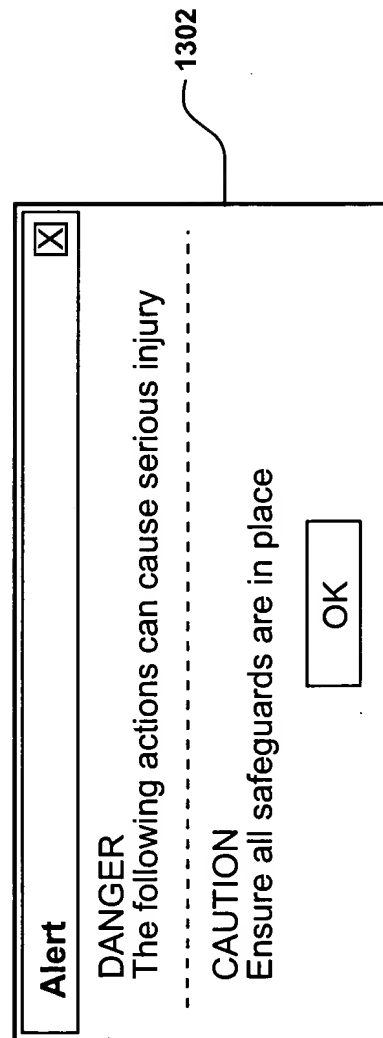
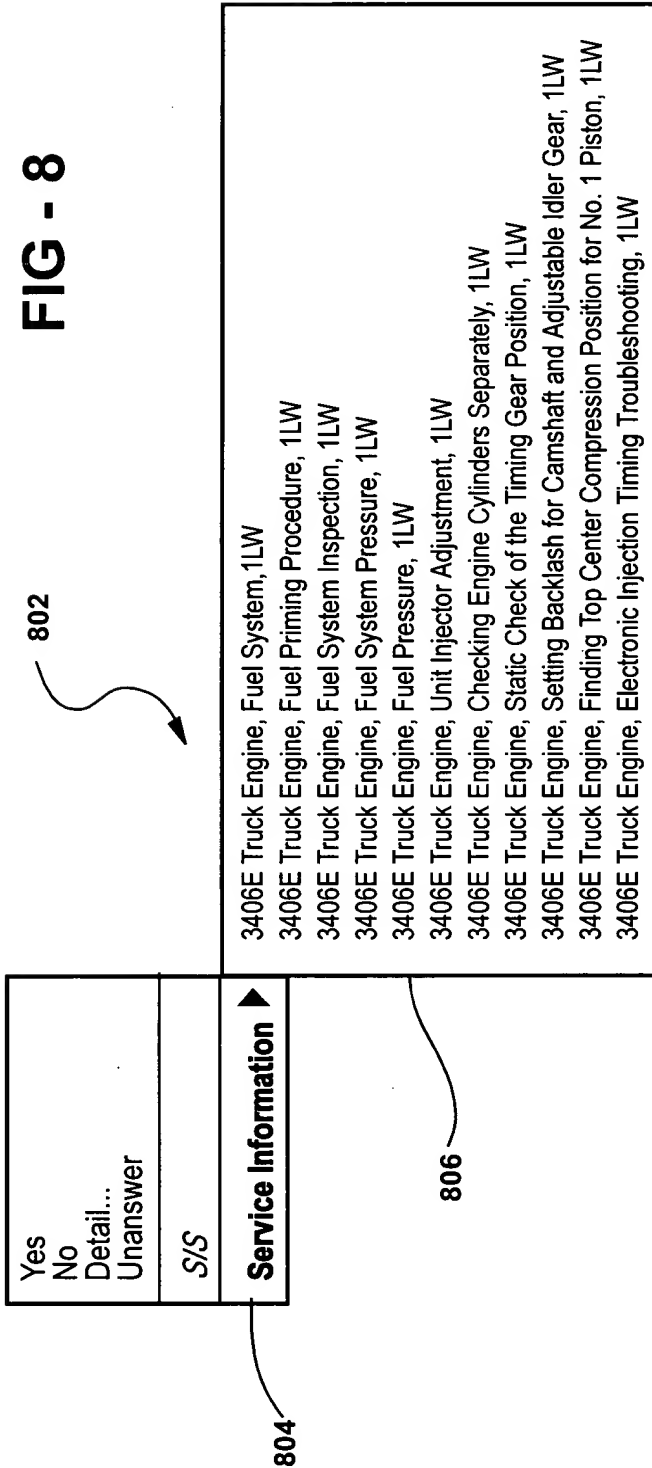
1108

1114

1118

FIG - 11





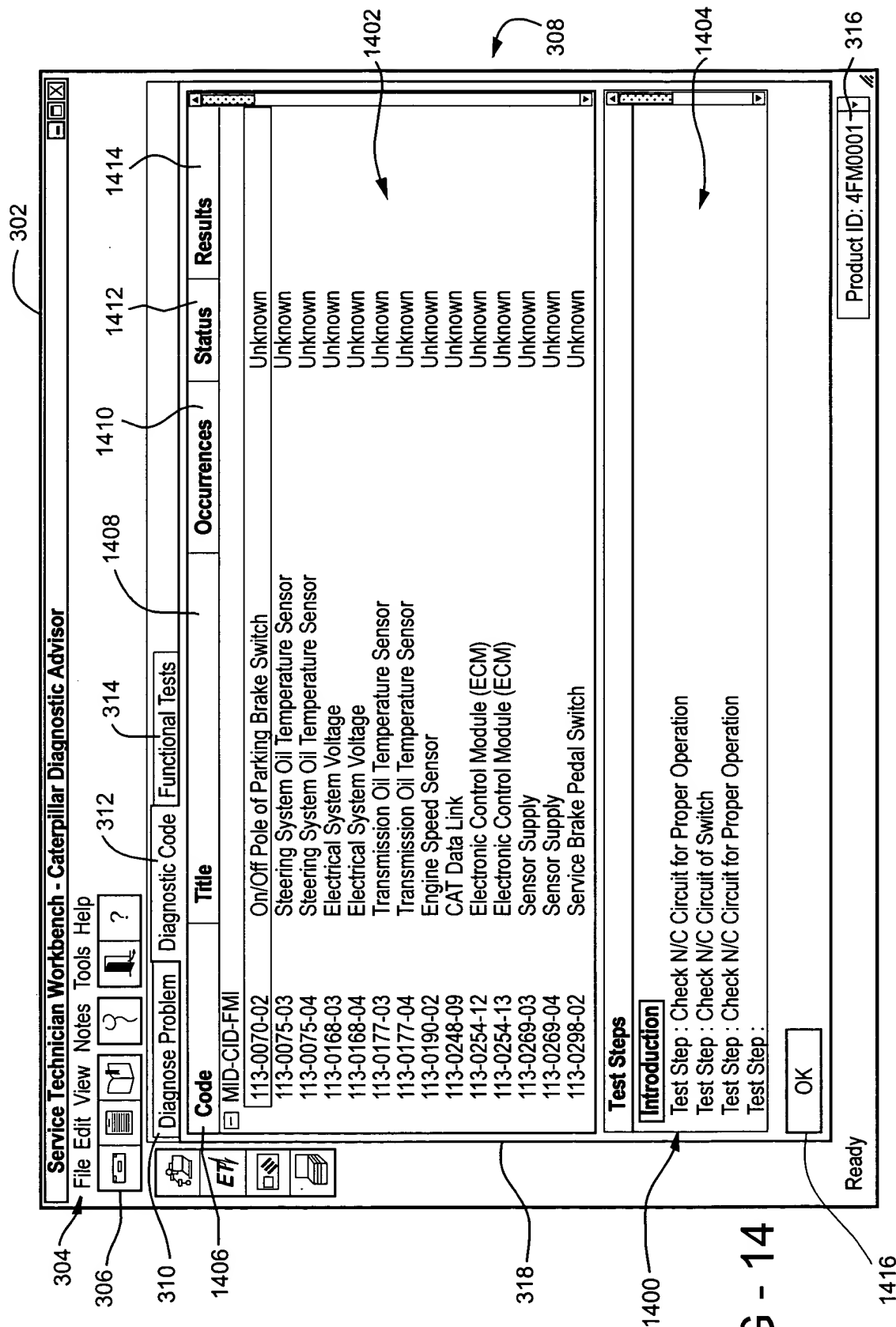


FIG - 14

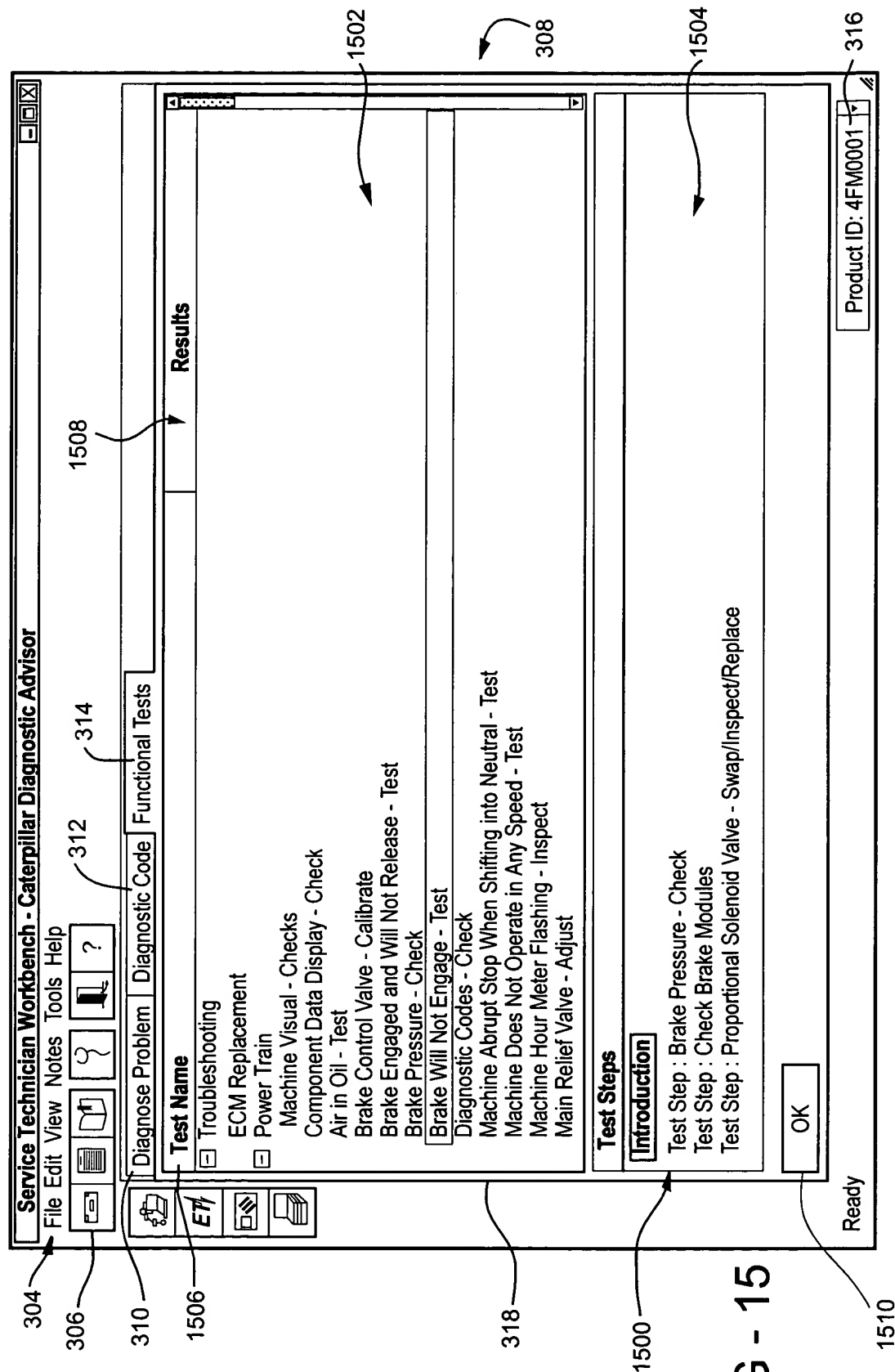


FIG - 15

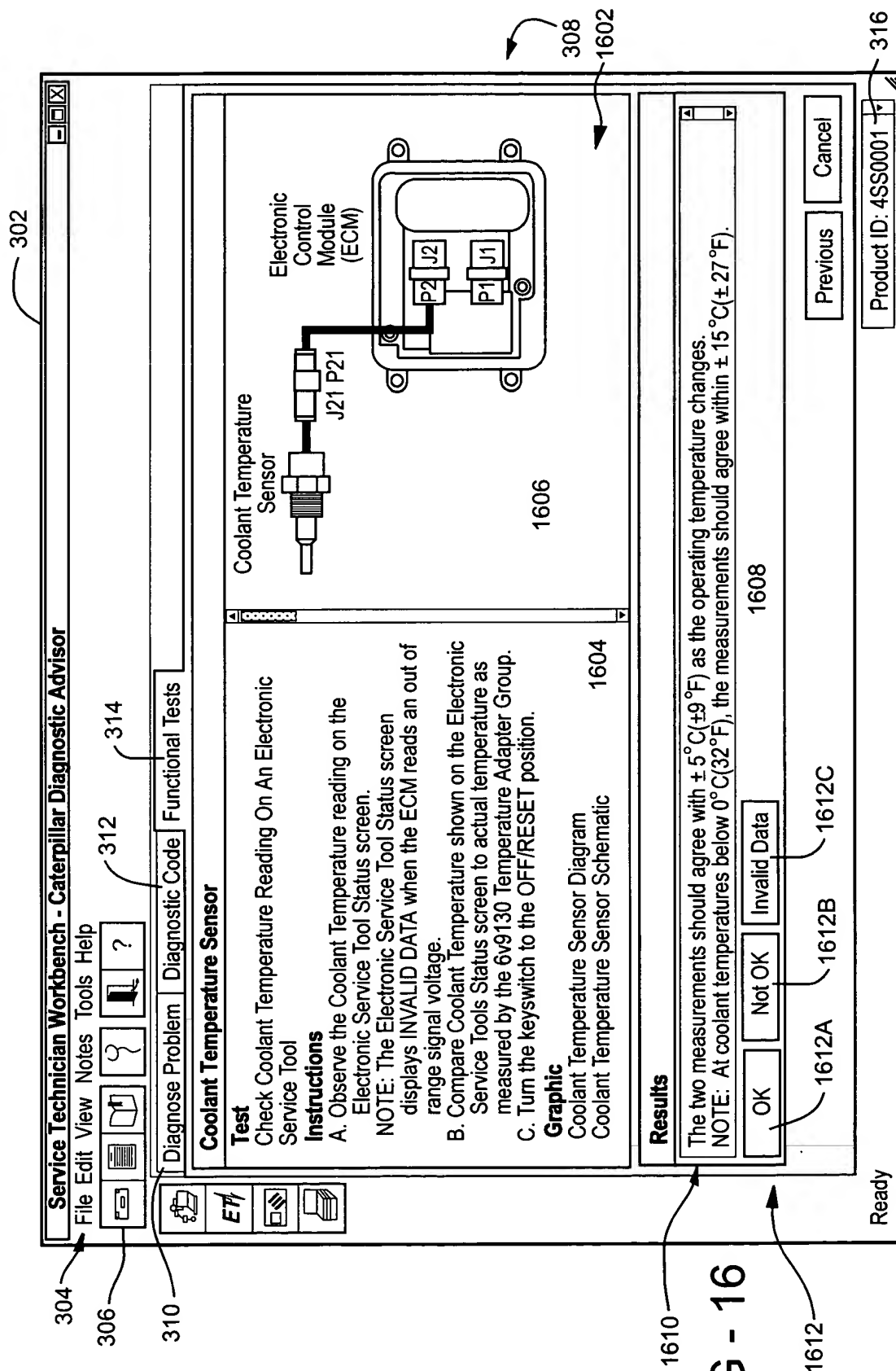


FIG - 16

Service Technician Workbench - Caterpillar Diagnostic Advisor

File Edit View Notes Tools Help

Diagnose Problem

Diagnostic Code

Functional Tests

Report

1702

Caterpillar Inc.

Dealership:

Customer:

Employee:

Work Order:

Service Date:

Serial Number:

Model:

Service Meter Units:

Diagnostic Detailed Report

Dealer Code - Dealer Name

bob

test- Full Name (STW PILOT 3)

09/13/1999

2KR

980G WHEEL LOADER

0.000000

Description

Engine won't crank

Questions

Description search tool active

Answers

Yes*

Print

Save

Refresh

Ready

Product ID: 2KR0001

FIG - 17

FIG. 18 is a schematic diagram of a computer screen 1800 showing a "Create New Report" window 1802. The window 1802 includes a title bar 1804 with a close button (X). The window is divided into several sections. The top section is for "Customer" information, including a "Name:" field (containing "test") and a "Code:" field. Below this is a "Customer Complaint" section with a text area containing "Engine won't crank". The bottom section is for "Employee" information, including "Employee Name:" (containing "Full Name"), "Employee ID:" (containing "test"), and "Service Date:" (containing "9/13/1999"). To the right of the "Employee" section is a "Service Meter Units:" section with "ET Detected:" (containing "0.000") and "Manually Entered:" (containing "0.000"). Below the "Service Meter Units" section are fields for "Work Order:" and "Arrangement Number:" (containing "test"). At the bottom of the window are three buttons: "Create Report", "Cancel", and "Help". A legend at the bottom left indicates "* - required".

Create New Report

Customer

* Name:

test

Code:

Customer Complaint

Engine won't crank

Employee Name :

Full Name

Employee ID :

test

Service Date :

9/13/1999

Service Meter Units:

ET Detected:

Manually Entered:

0.000

Work Order:

* - required

Arrangement Number:

test

Create Report

Cancel

Help

FIG - 18

1802

1804

Feedback Form

Please type in the following information to submit your improvement ideas:

Submitter

Name

Telephone

☐ Service Technician
☐ Service Planner
☐ Other- please specify

Did this diagnostic session solve your problem?

☐ Yes
☐ No
☐ Provided partial solution

☐ Diagnostics allowed me to quickly and accurately identify and repair the root cause of the problem

☐ Strongly Agree
☐ Agree
☐ Neither
☐ Disagree
☐ Strongly Disagree

☐ Next time I have a problem, I will use this system

☐ Yes
☐ No
☐ I don't know

Initial problem description

engine temperature

Describe the root cause

Additional tests performed and results

Describe the repair made

Additional feedback / suggestions

* - Required

OK

Cancel

Clear

FIG - 19 1902

